Yealink W52P & W52H Cordless IP Phone

Thank you for purchasing from BullsEye Telecom. **This guide will help you to understand and operate your new IP Phone. Please print this guide and keep it handy!**

① ***Earpiece***. Outputs audio during the earpiece call.

② ***LCD Screen***. Shows call information, handset status icons, prompt messages and so on.

③ ***Soft Keys***. Label automatically to identify context-sensitive features.

④ ***Speakerphone Key***
- Switches between the earpiece and speakerphone modes.
- Answers an incoming call.

⑤ ***Headset Connector***. Connects a headset.

⑥ ***Off-hook Key***
- Answers an incoming call.
- Enters into the redial call list.
- Places a call.

⑦ ***Keypad***. Provides the digits, letters, and special characters in context-sensitive applications.

⑧ ***Star Key***
- Enters the star symbol.
- Switches the silent mode on or off.

⑨ ***Redirect***. Key transfers a call to another party.

⑩ ***Microphone***. Picks up audio during earpiece and hands-free calls.

⑪ ***Mute Key***. Toggles the Mute feature on or off.

⑫ ***Pound Key***
- Enters the pound symbol.
- Locks or unlocks the handset keypad.
- Switches the input method.

⑬ ***On-hook Key/Power Key***
- Press and hold to return to the idle screen in the menu mode.
- Press and hold to turn the handset on or off when the handset is idle.
- Cancels actions or end a call.
- Rejects an incoming call.

⑭ ***Message Key***
- Indicates the new receiving voice mail or missed call.
- Accesses the voice mail or missed call list.
- Indicates the handset is active during the firmware upgrading process.

⑮ ***Arrow Keys***
- Scroll through the displaying information.
- Move the cursor.
- Adjust the ringer volume.
- Act as shortcut keys.
- Confirms actions or enter into the main menu.

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BASIC OPERATIONS

Turning Handset On

- Press and hold until the LCD screen lights up, OR
- Place the handset in the charger cradle. The handset will be turned on automatically.

Turning Handset Off

- Press and hold again to turn the handset off.

Locking/Unlocking Keypad

- Press and hold to lock/unlock the keypad.

Switching Silent Mode On/Off

- Press and hold to switch the silent mode on/off.

HANDSET SETTINGS

Renaming the Handset

1. Press the **OK** key to enter the main menu, and select **Settings**->**Handset Name**.
2. Edit the current value in the **Rename** field.
3. Press the **Save** soft key to accept the change.

Adjusting the Volume

- Press or during a call to adjust the volume of the ear piece.
- Press or when the handset is idle to adjust the ringer volume.

Changing Your Ring Tone

1. Press the **OK** key to enter the main menu, and select **Settings**->**Audio**->**Ring Tones**->
3. Press or to select the desired ring tone.
2. Press or to highlight the **Intercom Call** option or the desired line.
3. Press or to select the desired ring tone.
4. Press the **Save** soft key to accept the change.

Adding a Directory Contact

1. Press the **OK** key to enter the main menu, and select **Directory**.
3. Enter the desired values in the **Name**, **Number** and **Mobile** fields.
2. Press the **Options** soft key, and select **New Contact**.
4. Press the **Save** soft key to accept the change.

Assigning a Speed Dial Number

1. Press the **OK** key to enter the main menu, and select **Settings**->**Telephony**->**Speed Dial**.
2. Press or to highlight the desired speed dial key, and press the **Assign** soft key.
3. Press or to highlight the desired entry, and press the **OK** soft key.
   - If both the office number and mobile number are stored, press or to highlight the desired number, and press the **OK** soft key again.

BASIC CALL FEATURES

Placing Calls

To place a call directly:

Enter the desired number when the handset is idle, and press .

To place a call from the local directory:

1. Press when the handset is idle.
2. Press or to highlight the desired entry, and press .

To place a call from the call history:

1. Press the **History** soft key, and select the desired call history list.
2. Press or to highlight the desired entry, and press .

To place a call from the redial number list:

1. Press when the handset is idle.
2. Press or to highlight the desired entry, and press .

To place a call using the speed dial key:

- Press and hold the speed dial key to place a call to the number assigned to it.

Answering Calls

To answer a call, do one of the following:

- Press the **Accept** soft key.
- Press .
- Press .

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Ignoring & Rejecting Calls

- To ignore an incoming call, press . To reject an incoming call, press .

Ending Calls

- Press .

Using Mute

- Press during a call to mute/unmute a call.

Placing a Call on Hold

- Press the **Options** soft key during a call, and select **Hold**.

Resuming a Call

- If there is already a call on hold, press the **Resume** soft key.
- If there are two calls on hold, press the **Resume** soft key to resume the current call, then press the **Swap** soft key to swap between the two calls.

Call Transferring

- You can transfer a call in the following ways:

Performing a Blind Transfer

1. Press the **Options** soft key during a call, and select **Blind Transfer**.
2. Enter the number you want to transfer the call to.
3. Press the **Transfer** soft key.

Performing a Consultative Transfer

1. Press the **Options** soft key during a call, and select **Transfer**.
2. Enter and dial number you want to transfer the call to and press **Transfer**.
3. When answered, announce the call and press the **Transfer** soft key.

Call Forwarding

To enable the call forward feature on a specific line:

1. Press the OK key to enter the main menu, and select Call Features->Call Forward.
2. Press or to highlight the desired line, and press the OK soft key.
3. Press or to highlight the desired forwarding type, and press the **OK** soft key.

Always----Incoming calls are forwarded immediately.
Busy----Incoming calls are forwarded when the handset is busy.
No Answer----Incoming calls are forwarded if not answered after a period of time.

4. Select **Enabled** from the **Status** field.
5. Enter the number you want to forward the incoming calls to in the **Target** field.
6. Press or to select the desired ring time to wait before forwarding (only for CFNA) in the **After Ring Time** field.
7. Press the **Save** soft key to accept the change.

Icon	Description
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voice Mail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On
	Shared Call Appearance

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Step 1: Enabling your Voicemail Box

1. Using your IP-phone, dial ***62**.
2. Pick up the handset or press the speaker button.
3. When asked for the passcode, enter **19992005** and then press **#**.
4. Enter a **unique passcode** then press **#**.
5. Enter the **same unique passcode** then press **#**.
6. At the main menu, press **3** to record your **Personalized Name**.
7. Press **1** to start recording. At the prompt, **say your name** and then press **#**.

Step 2: Recording your Outgoing Messages

1. Using your IP-phone, pick up the handset and dial ***62**.
2. Enter your **passcode** and then press **#**.
3. Press **1** to access your voicemail box.
4. Press **2** to create your **Busy Greeting**.
5. Press **1** to record. State out loud the message that will be heard when you are on the phone. Press **#** when done.
6. Press **2** to listen to your recorded message. Press 1 to re-record. When finished, press ***.
7. Press **3** to create your **No Answer Greeting**.
8. Press **1** to record. State out loud the message that will be heard when you are not able to answer the phone. Press **#** when done.
9. Press **2** to listen to your recorded message. Press 1 to re-record. When finished, press ***.

Accessing Your Voice Portal

You can access your personal voice portal using your own phone or another phone.

Using Your Phone

1. Using your IP-phone, pick up the **handset** and dial ***62**.
2. Enter your **passcode** and then press **#**. You will now be at the Voice Messaging Main Menu.
   NOTE: Depending on the IP phone, hard key and soft key options are also available that allow easy access your voicemail.

From Another Phone

1. Using any phone, pick up the handset and dial the telephone number or ext.
2. Let the phone ring until you engage your voicemail box.
3. When you begin to hear your No Answer greeting, press * to reach the login prompt.
4. Enter your passcode and then press **#**. You will now be at the Voice Messaging Main Menu.

Leaving Messages for Other Users

During greeting:

#	Interrupt the greeting and start recording a voice message.
*	Transfer out of greeting to Voice Portal password prompt.
0	Transfer out of greeting to another extension.

While recording message:

*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to another extension.
#	Stop recording and review message.

While reviewing message:

1	Erase message and record again.
2	Listen or view current message.
3	This sends the message (OR you could just hang up).
6	Set or clear the urgent indicator.
7	Set or clear the confidential indicator.
*	Cancel recording and transfer to Voice Portal password prompt.
0	Cancel recording and transfer to configured number.
#	Repeat menu.

Voice Portal Main Menu Options

1	Access Voice Mailbox
2	Change CommPilot Express profile
3	Record Personalized Name.
4	Change Call Forwarding Options
8	Change Passcode
9	Exit
#	Repeat menu

+ Some of these options are provided only if they have been assigned to you.

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Call Forwarding Always

Automatically redirect all incoming calls to another number. When the service is active, a reminder will be displayed on your phone. You can also set your phone to play a Ring Reminder when a call is forwarded. The default setting for Call Forwarding Always is *off*.

To activate this feature:

1. Dial the Activation Code ***72**, then press **Dial** or .
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***73**, then press **Dial** or .

Call Forwarding Busy

Automatically redirect incoming calls to another number when your line is busy. The default setting for Call Forwarding Busy is *off*.

To activate this feature:

1. Dial the Activation Code ***90**, then press **Dial** or .
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***91**, then press **Dial** or .

Call Forwarding No Answer

Automatically redirect incoming calls to another number when you do not answer your phone after a certain number of rings. The default setting for Call Forwarding No Answer is *off*. The default number of rings is 3.

To activate this feature:

1. Dial the Activation Code ***92**, then press **Dial** or .
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***93**, then press **Dial** or .

Call Forward Not Reachable

Automatically redirect incoming calls to another number if your number is unreachable. The default setting for Call Forwarding Not Reachable is *off*.

To activate this feature:

1. Dial the Activation Code ***94**, then press **Dial** or .
2. At the prompt, dial the phone number where you want your calls to be directed and press #.
3. Once the system plays a confirmation message, hang up.

To turn this feature off:

1. Dial the Deactivation Code ***95**, then press **Dial** or .

Call Pickup

Pick up (answer) any ringing line within your Call Pickup group. If more than one line in the Call Pickup group is ringing, the call that has been ringing the longest is picked up.

To pickup a call:

1. Dial the Activation Code ***98**, which will connect you to the ringing party.

Call Return

Call the last party that called you. Both answered and unanswered calls can be returned.

To return a call:

1. Without picking up the handset, dial the Activation Code ***69**, then press **Dial** or . The last calling party will be called as if you dialed the number directly.

Direct Voice Mail Transfer

Transfer a caller on hold to your voice mail or someone else's voicemail.

To activate this feature:

1. While on a call, press the **Transfer** soft key, then dial the Activation Code ***55**. An announcement will play explaining how to transfer the held caller to your voice mailbox (or anyone else's voice mailbox).
2. To transfer to your own VM, press **#**.

-or-

To transfer to another user's VM, dial the user's extension and hit **#**. The call is released from initiator's handset and the person transferred to will get VM.

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Call Park / Directed Call Park

Place a call on hold with the intent of retrieving it from another extension. The call can be parked on your own extension or another within your group (groups are determined by your administrator). While parked, the parked party hears audio on hold (if it is configured). You can only park one call at a time against any single user extension.

When you park a call, a recall timer is started (45 seconds by default). If the timer expires before the parked call is retrieved and your phone is idle, the call will appear as a held call and your phone will ring. If the timer expires before the parked call is retrieved and your phone is not idle, the timer is restarted for 10 seconds and the call remains parked. This process will repeat until the parked call is retrieved or the parked call hangs up.

Note: You can only have one other active call when you try to park a call.

To park a call:

1. While on a call, press the **Transfer** key (or flash hook) and then dial the Call Park Activation Code ***68**.
2. After the prompt, enter # to transfer the call to your own VM.
   -or-

Enter the number you would like to park the call against. The call will be parked.
If no number is entered and you hang up immediately after dialing the Activation Code, the call is parked against your line.

3. Once the call is parked against an available user, the service updates your display with the extension where the call is parked.

Call Park Retrieve

Retrieve a call that has been parked.

To retrieve a parked call:

1. Dial Activation Code ***88** , then press **Dial** or .
2. After the prompt, enter the number where the call to be retrieved is currently parked.
3. You will be reconnected to the parked party.

Note: If no numbers are dialed after the Activation Code, you will be reconnected with the party parked against your line.

Speed Dial 100

Assign a two-digit code to a frequently dialed phone number. Quickly and easily place a call by dialing the code, instead of the entire number. Two-digit codes that are Feature Access Codes cannot be used.

Note: You can associate to 2 to 30 numeric digits, including x11 emergency and repa call numbers. You can also associate to Feature Access Codes or even multiple chained Feature Access Codes.

To assign a two-digit code:

1. Without picking up the handset, dial the Activation Code ***75**, then press **Dial** or . You will hear the recall dial tone (three quick beeps and then a dial tone).
2. Dial the two-digit code to be created or modified, followed by the digits to be associated with the code. End the programming by pressing **#**.
3. A confirmation message will play, and the speed dial number is programmed.

To use a two-digit speed dial:

1. Dial **#** followed by the two-digit code.

Group Paging/Push to Talk

This service allows you to call another user or group and have the call answered automatically, either as a one-way call, or a two-way call. Also allows you to page a group.

1. Pick up the handset and dial Activation Code ***50**. You will hear the recall dial tone (three quick beeps and then a dial tone).
2. Dial the extension you wish to page and press #.
3. Speak into the handset. When done paging, hang up.

Voice Mail Waiting Indicator

Clears the audible (and visible for some devices) message waiting indicator on your phone.

To clear the Waiting Indicator:

1. Without picking up the handset, dial the Activation Code ***99**, then press **Dial** or .